

GROUP BOOKING FLEXIBILITY

Battle Honours

Battle Honours offers walking battlefield tours for groups. It believes the best way of understanding warfare from down the ages is to walk in the footsteps of the men who fought in past years. Their tour groups range from 2 to 100 persons to all battlefields around the world. Battle Honours is now in its ninth season of offering walking tours and has registered a repeat booking rate of over 80 percent.

Background

Battle Honours has been using Avocet for the past 7 years for its flights and hotel arrangements to the various locations in its itinerary of battlefield tours.



The brief

For one of its usual tours in June 2013, Battle Honours contacted Avocet to book return flights for 25 officers and NCOs of the 1st Battalion Royal Anglian Regiment to Italy. A day prior to their departure, 3 officers advised they were unable to attend due to the officers' Regiment commitments. They proposed three replacing participants but low cost flights had already been booked for the whole group.

Solution and Implementation

Avocet had to make sure the three new

participants travel to Italy at minimum charge or no charge if possible on the scheduled date of the group travel.

Avocet therefore promptly advised the client of the following alternatives:

- For the flights already booked, a traveller name change could only be effected 7 days prior to departure. The flights had to be cancelled. This meant 3 tickets would be lost and 3 additional tickets had to be bought.
- Contact airline representative and ask for a favour to change names.
- Another alternative was to pay for the cancellation charges and book flights with another airline. The flights could possibly have been at a different time compared to the rest of the group.

Avocet has the client's interests at the heart of its business. Through its extensive network, with whom it has a personal relationship; Avocet immediately reached the airline representative to solve the problem. It was able to have the names changed at no cost, beyond the airline's normal cancellation policies. It used its negotiation skills and purchasing power providing a solution at no extra cost.

Testimonial

"Our tours can often lead to complex travel arrangements and Neil and his team have become our one stop solution when planning a tour. The friendly personal service is backed up by a highly professional approach to our business needs, this in turn leads to the options they provide being both quality and value. There's no reason to look elsewhere for our requirements as Avocet has never let us down in seven years of business together." - Clive Harris, Director, Battle Honours Ltd.